

Design Event

**On Boarding and Mentoring
Team “Snow”**

Strategic Plan Goal #3 - Dennis

Recruit, orient, mentor, develop and retain all staff who will lead IVH to meet the changing care needs of veterans.

Objective: Develop and execute a comprehensive on-boarding plan for each new employee

Action Step 1 Develop and implement a mentoring program for employees

Team Members - Glenda

Mike Rohlf, Department of Management, Facilitator/Trainer

Dennis Mack, Employee Services, Sponsor

Jan Jeske, Nursing

JoAnn Smith, Nursing

Sarah Workman, Nursing

Mike Luttrell, Mental Health Services

Suzie Curley, Food Services

Teresa Griffith, Nursing

Danielle Fisher, Nursing

Jason Matteson, Nursing

Bill Cook, Food Services

Margie Button, Nursing

Glenda Norman, Nursing

Cindy Zahnd, Nursing

Wayne Pierson, Training

Chris VanGorp, DNR

Jim Elliott, Performance Improvement

Rosemary Rigsby, Performance Improvement

Ann Hogle, Performance Improvement



SCOPE - Sarah

Of an On-Boarding Plan and Mentoring Plan
included

- From acceptance of job through the first six months of employment.

Objectives - JoAnn

- Develop a comprehensive on-boarding plan for each new employee
- Execute the comprehensive on-boarding plan for each new employee
- Develop a mentoring program
- Develop an ongoing evaluation of the on-boarding process by soliciting new employee feedback and mentors feedback
- New employees have a “contact person” after acceptance of job

Goals - Cindy

- Increase retention of staff
- Decrease problems with pre-employment physicals and TB testing
- 100% of new staff are oriented to their positions
- 100% of new staff are involved in a mentoring program
- Increase staff satisfaction through the on-boarding process
- Increase resident satisfaction

On-Boarding - Margie

- A plan to ensure new employees meet employment requirements to successfully complete the probationary period.

Mentoring - Margie

- A relationship that supports and guides the employee to achieve success and promote a positive work environment.

Trends - Teresa

- Identified many upcoming trends and discussed the impact those trends could have on IVH.

SWOT Analysis - Jan

- Strengths
- Weaknesses
- Opportunities
- Threats

As it relates to how we bring in new employees through their first 6 months

Brainstorm - Mike

- The ideal on-boarding and mentoring plan
- If we could offer anything we wanted to new employees

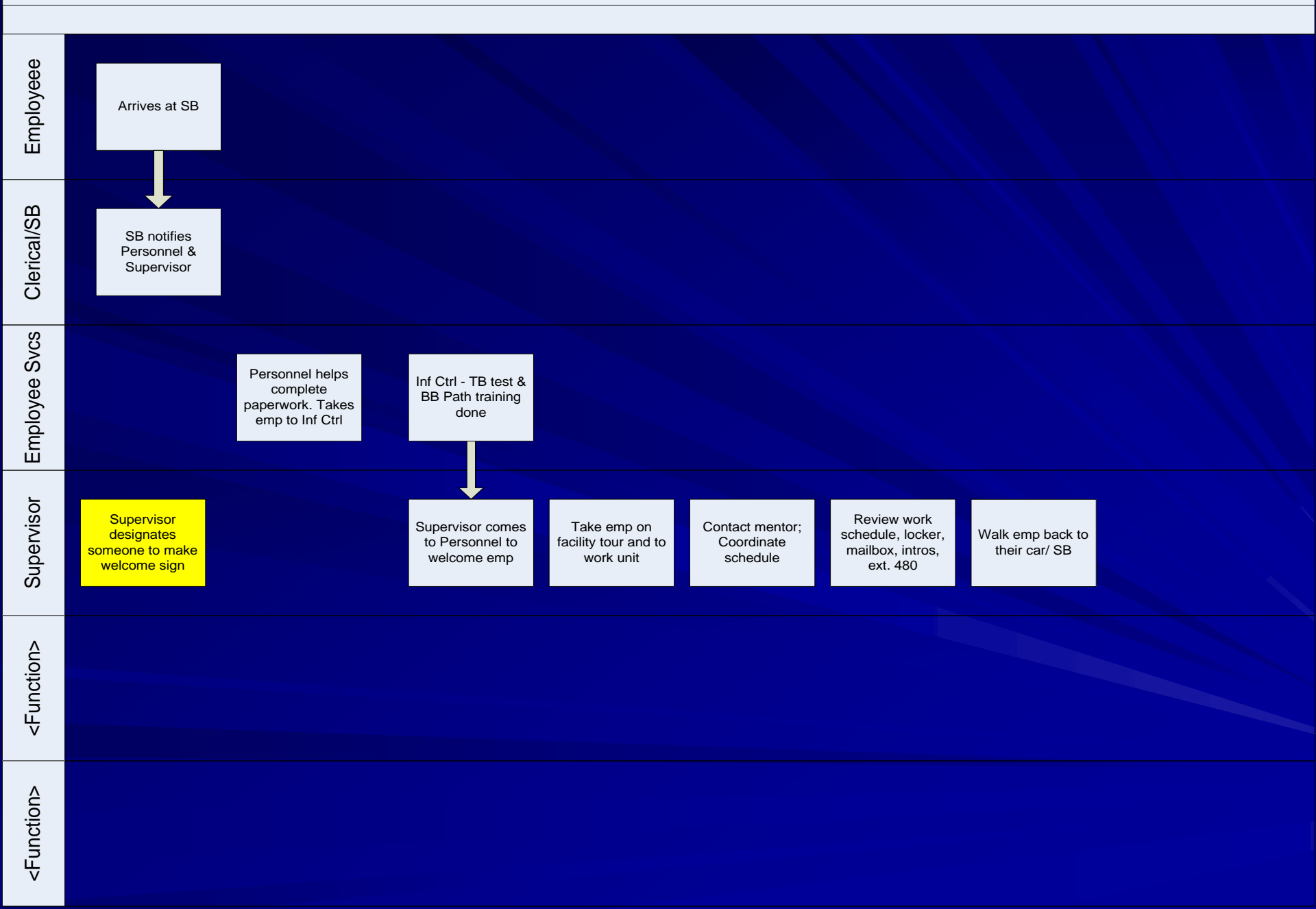
De-Selection - Danielle

- Identify “how” we get to our ideal plans
 - 7 ways to implement each idea
- De-Selection process
 - Impact/Difficulty Matrix
 - Select the items that have the greatest impact with the least amount of difficulty

A Few of the Selected Items - Wayne

- On-Boarding Day
- Contact person before starting work
- Welcome sign at the unit/department
- “Welcome Wagon” type format for the new employees
- Mentoring Plan with mentors selected throughout the agency

On-Boarding/ Mentoring Process



Workgroups - Jason

- Mentor Selection Process and Expectations
- Mentoring rewards or incentives
- Checklist for all new employees
- Feedback about the on-boarding and mentoring process
- Accountability built into the process

The Bottom Line - Bill

- We want new employees to
 - Meet their supervisor
 - See their work area and tour other areas
 - Feel we want them to be here
 - Feel greeted by their unit/department
 - Have a mentor
 - Speak very positively about their first days and probation period at IVH

Homework - Ann

#	Problem Action	Who	When	Expected Results
1	On-boarding Day	Check-list	April 1	New employees “welcome wagon”
2	All inclusive checklist	Check-list	May 1	An all inclusive checklist for the on-boarding process
3	Mentoring program	Mentor Group	July 1	A comprehensive mentoring program in place
4	Mentor training program	Mentor Group	July 1	Training for all mentors

Homework

#	Problem Action	Who	When	Expected Results
1	Mentoring expectations and responsibilities	Mentor Group	May 1	Complete list of duties for mentors developed
2	Training to Directors about on-boarding and mentoring	Account-ability Group	May 1	All directors are trained to share on-boarding plan
3	Accountability	Account-ability Group	May 1	Staff in the process have proper tools
4	Feedback	Account-ability Group	July 1	New employees are contacted for feedback

Team Member's Experience

Margie, Jason, Mike
Rosemary

Closing Comments

- Mike Rohlf, Department of Management